

## **APPENDIX**

### **Actions Taken on Each Complaint**

December 1 – 31, 2005

#### ***Case ID***

<i>012717</i>	<i>Issues</i>	<i>Unique Actions Taken</i>	<i>3</i>
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<i>1640 CASE OPEN</i>	<i>1</i>
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<i>1640 SENT PACKET</i>	<i>1</i>
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<i>CALL TO</i>	<i>1</i>
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<i>012719</i>	<i>Issues</i>	<i>Unique Actions Taken</i>	<i>5</i>
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<i>1640 CASE OPEN</i>	<i>1</i>
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<i>1640 RCD ARF</i>	<i>1</i>
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<i>1640 RCD WN TO CO</i>	<i>1</i>
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<i>1640 SENT PACKET</i>	<i>1</i>
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<i>CALL TO</i>	<i>2</i>
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<i>012720</i>	<i>Issues</i>	<i>Unique Actions Taken</i>	<i>3</i>
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<i>1640 CASE OPEN</i>	<i>1</i>
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<i>1640 SENT PACKET</i>	<i>1</i>
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<i>CALL TO</i>	<i>1</i>
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<i>012726</i>	<i>Issues</i>	<i>Unique Actions Taken</i>	<i>2</i>
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<i>MAILING</i>	<i>1</i>
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<i>RECEIVE MAILING</i>	<i>1</i>
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<i>Case ID</i>			
012733	<i>Issues</i>	<i>Unique Actions Taken</i>	3
		1640 CASE OPEN	1
		1640 SENT PACKET	1
		CALL TO	1
012734	<i>Issues</i>	<i>Unique Actions Taken</i>	2
		1640 CASE OPEN	1
		1640 SENT PACKET	1
012735	<i>Issues</i>	<i>Unique Actions Taken</i>	3
		1640 CASE OPEN	1
		1640 SENT PACKET	1
		CALL TO	1
012736	<i>Issues</i>	<i>Unique Actions Taken</i>	3
		1640 CASE OPEN	1
		1640 SENT PACKET	1
		RECEIVED E-MAIL	1
012737	<i>Issues</i>	<i>Unique Actions Taken</i>	2
		1640 CASE OPEN	1

**Case ID**

1640 SENT PACKET 1

012738

**Issues**

**Unique Actions Taken** 6

1640 CASE CLOSED 1

1640 CASE OPEN 1

1640 COMPLAINANT 1

WITHDRW CMLNT

1640 RCD ARF 1

1640 RCD CORESPNDNCE 1

CALL TO 2

012740

**Issues**

**Unique Actions Taken** 3

1640 CASE OPEN 1

1640 SENT PACKET 1

CALL TO 1

012749

**Issues**

**Unique Actions Taken** 7

1640 CASE CLOSED 1

1640 RCD ARF 1

1640 RCD CORESPNDNCE 1

1640 RCD LEASE 1

1640 RCD WN TO CO 1

1640 SENT PACKET 1

CALL TO 1

**Case ID**

012750

**Issues****Unique Actions Taken**

6

1640 CASE OPEN	1
1640 RCD ARF	1
1640 RCD CORESPNDNCE	1
1640 RCD WN TO CO	1
1640 SENT PACKET	1
CALL TO	1

012752

**Issues****Unique Actions Taken**

3

1640 CASE OPEN	1
1640 SENT PACKET	1
CALL TO	1

012754

**Issues****Unique Actions Taken**

3

1640 CASE OPEN	1
1640 SENT PACKET	1
CALL FROM	1

012756

**Issues****Unique Actions Taken**

6

1640 CASE OPEN	1
1640 RCD ARF	1
1640 RCD CORESPNDNCE	1
1640 RCD WN TO CO	1

**Case ID**

1640 SENT PACKET	1
CALL TO	1

**012767 Issues****Unique Actions Taken 3**

1640 CASE OPEN	1
1640 SENT PACKET	1
CALL TO	1

**012768 Issues****Unique Actions Taken 3**

1640 CASE OPEN	1
1640 SENT PACKET	1
CALL TO	1

**012770 Issues****Unique Actions Taken 2**

1640 CASE OPEN	1
CALL FROM	1

**012771 Issues****Unique Actions Taken 3**

1640 CASE OPEN	1
1640 SENT PACKET	1
CALL TO	1

**Case ID**

012772

**Issues****Unique Actions Taken**

3

1640 CASE OPEN

1

1640 SENT PACKET

1

CALL FROM

1

012773

**Issues****Unique Actions Taken**

7

1640 CASE OPEN

1

1640 INVSTGTN OPEN

1

1640 INVSTGTN PHONE

1

1640 RCD ARF

1

1640 RCD WN TO CO

2

CALL FROM

1

CALL TO

1

012774

**Issues****Unique Actions Taken**

3

1640 RCD ARF

1

1640 RCD WN TO CO

1

CALL TO

1

012776

**Issues****Unique Actions Taken**

3

1640 CASE OPEN

1

1640 SENT PACKET

1

CALL TO

1

<b><i>Case ID</i></b>			
<b><i>012777</i></b>	<b><i>Issues</i></b>	<b><i>Unique Actions Taken</i></b>	<b><i>1</i></b>
		<b><i>CALL TO</i></b>	<b><i>1</i></b>
<b><i>012778</i></b>	<b><i>Issues</i></b>	<b><i>Unique Actions Taken</i></b>	<b><i>3</i></b>
		<b><i>1640 CASE OPEN</i></b>	<b><i>1</i></b>
		<b><i>1640 SENT PACKET</i></b>	<b><i>1</i></b>
		<b><i>CALL TO</i></b>	<b><i>1</i></b>
<b><i>012780</i></b>	<b><i>Issues</i></b>	<b><i>Unique Actions Taken</i></b>	<b><i>2</i></b>
		<b><i>1640 CASE OPEN</i></b>	<b><i>1</i></b>
		<b><i>1640 SENT PACKET</i></b>	<b><i>1</i></b>
<b><i>012781</i></b>	<b><i>Issues</i></b>	<b><i>Unique Actions Taken</i></b>	<b><i>2</i></b>
		<b><i>1640 CASE OPEN</i></b>	<b><i>1</i></b>
		<b><i>CALL FROM</i></b>	<b><i>1</i></b>
<b><i>012782</i></b>	<b><i>Issues</i></b>	<b><i>Unique Actions Taken</i></b>	<b><i>3</i></b>
		<b><i>1640 CASE OPEN</i></b>	<b><i>1</i></b>
		<b><i>1640 SENT PACKET</i></b>	<b><i>1</i></b>
		<b><i>CALL FROM</i></b>	<b><i>1</i></b>

<b><i>Case ID</i></b>			
<b><i>012783</i></b>	<b><i>Issues</i></b>	<b><i>Unique Actions Taken</i></b>	<b><i>3</i></b>
		<i>1640 CASE OPEN</i>	<i>1</i>
		<i>1640 SENT PACKET</i>	<i>1</i>
		<i>CALL FROM</i>	<i>1</i>
<b><i>012784</i></b>	<b><i>Issues</i></b>	<b><i>Unique Actions Taken</i></b>	<b><i>4</i></b>
		<i>1640 CASE OPEN</i>	<i>1</i>
		<i>1640 SENT PACKET</i>	<i>1</i>
		<i>CALL TO</i>	<i>1</i>
		<i>REFERRAL</i>	<i>1</i>
<b><i>012786</i></b>	<b><i>Issues</i></b>	<b><i>Unique Actions Taken</i></b>	<b><i>3</i></b>
		<i>1640 CASE OPEN</i>	<i>1</i>
		<i>1640 SENT PACKET</i>	<i>1</i>
		<i>CALL FROM</i>	<i>1</i>
<b><i>012787</i></b>	<b><i>Issues</i></b>	<b><i>Unique Actions Taken</i></b>	<b><i>4</i></b>
		<i>1640 CASE OPEN</i>	<i>1</i>
		<i>1640 SENT PACKET</i>	<i>1</i>
		<i>CALL FROM</i>	<i>1</i>
		<i>REFERRAL</i>	<i>1</i>



**Case ID**

012789

**Issues****Unique Actions Taken**

6

1640 CASE OPEN	1
1640 RCD ARF	1
1640 RCD CORESPNDNCE	1
1640 RCD WN TO CO	1
1640 SENT PACKET	1
CALL TO	1

012790

**Issues**

EVICTON

**Unique Actions Taken**

7

1640 AGMT RCHD PART	1
1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 SENT PACKET	1
CALL TO	9

012791

**Issues**

EVICTON

**Unique Actions Taken**

8

1640 AGMT RCHD PART	1
1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 SENT PACKET	1
CALL FROM	1
CALL TO	4

**Case ID**

012792	Issues	Unique Actions Taken	3
		1640 CASE OPEN	1
		1640 SENT PACKET	1
		CALL TO	1
012793	Issues	Unique Actions Taken	6
		1640 CASE OPEN	1
		1640 RCD ARF	1
		1640 RCD CORESPNDNCE	1
		1640 RCD WN TO CO	1
		1640 SENT PACKET	1
		CALL TO	1
012796	Issues	Unique Actions Taken	3
		1640 CASE CLOSED	1
		1640 CASE OPEN	1
		CASE CLOSED: INFORMATION ONLY	1
012801	Issues	Unique Actions Taken	3
		1640 CASE OPEN	1
		1640 SENT PACKET	1
		CALL TO	1

**Case ID**

012802	Issues	Unique Actions Taken	3
		1640 CASE OPEN	1
		1640 SENT PACKET	1
		CALL TO	1
012804	Issues	Unique Actions Taken	6
		1640 CASE OPEN	1
		1640 RCD ARF	1
		1640 RCD CORESPNDNCE	1
		1640 RCD WN TO CO	1
		1640 SENT PACKET	1
		CALL TO	1
012807	Issues	Unique Actions Taken	3
		1640 CASE OPEN	1
		1640 SENT PACKET	1
		CALL TO	1
012808	Issues	Unique Actions Taken	3
		1640 CASE OPEN	1
		1640 SENT PACKET	1
		CALL TO	1

<b><i>Case ID</i></b>				
<b><i>012817</i></b>	<b><i>Issues</i></b>		<b><i>Unique Actions Taken</i></b>	<b><i>3</i></b>
			<i>1640 CASE CLOSED</i>	<i>1</i>
			<i>1640 CASE OPEN</i>	<i>1</i>
			<i>CALL TO</i>	<i>1</i>
<b><i>012824</i></b>	<b><i>Issues</i></b>		<b><i>Unique Actions Taken</i></b>	<b><i>3</i></b>
			<i>1640 CASE CLOSED</i>	<i>1</i>
			<i>1640 CASE OPEN</i>	<i>1</i>
			<i>CASE CLOSED:</i>	<i>1</i>
			<i>INFORMATION ONLY</i>	
<b><i>012838</i></b>	<b><i>Issues</i></b>		<b><i>Unique Actions Taken</i></b>	<b><i>3</i></b>
			<i>1640 CASE OPEN</i>	<i>1</i>
			<i>1640 SENT PACKET</i>	<i>1</i>
			<i>CALL TO</i>	<i>1</i>
<b><i>012839</i></b>	<b><i>Issues</i></b>		<b><i>Unique Actions Taken</i></b>	<b><i>3</i></b>
			<i>1640 CASE OPEN</i>	<i>1</i>
			<i>1640 SENT PACKET</i>	<i>1</i>
			<i>RECEIVED E-MAIL</i>	<i>1</i>

<b><i>Case ID</i></b>				
012841	<b><i>Issues</i></b>		<b><i>Unique Actions Taken</i></b>	<b><i>3</i></b>
			1640 CASE OPEN	1
			1640 SENT PACKET	1
			CALL TO	1
012842	<b><i>Issues</i></b>		<b><i>Unique Actions Taken</i></b>	<b><i>5</i></b>
			1640 RCD ARF	1
			1640 RCD CORESPNDNCE	1
			1640 RCD WN TO CO	1
			1640 SENT PACKET	2
			CALL TO	1
012843	<b><i>Issues</i></b>		<b><i>Unique Actions Taken</i></b>	<b><i>7</i></b>
			1640 CASE OPEN	1
			1640 INVSTGTN OPEN	1
			1640 INVSTGTN PHONE	1
			1640 RCD ARF	1
			1640 RCD CORESPNDNCE	1
			1640 RCD WN TO CO	1
			CALL TO	1
012844	<b><i>Issues</i></b>		<b><i>Unique Actions Taken</i></b>	<b><i>6</i></b>
	EVICTON			
			1640 CASE CLOSED	1

***Case ID***

1640 CASE OPEN	1
1640 SENT PACKET	1
CALL FROM	1
CALL TO	2
CASE CLOSED: INFORMATION ONLY	1

012845      ***Issues***

***Unique Actions Taken***      3

1640 CASE OPEN	1
1640 SENT PACKET	1
CALL TO	1

012848      ***Issues***

***Unique Actions Taken***      3

1640 CASE OPEN	1
1640 SENT PACKET	1
CALL TO	1

012889      ***Issues***

***Unique Actions Taken***      3

1640 CASE OPEN	1
1640 SENT PACKET	1
CALL FROM	1

012890      ***Issues***

***Unique Actions Taken***      6

1640 CASE OPEN	1
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**Case ID**

1640 RCD ARF	1
1640 RCD CORESPNDNCE	1
1640 RCD WN TO CO	1
1640 SENT PACKET	1
CALL FROM	1

**012891 Issues****Unique Actions Taken 3**

1640 CASE OPEN	1
1640 SENT PACKET	1
CALL TO	1

**012892 Issues****Unique Actions Taken 2**

1640 CASE OPEN	1
1640 SENT PACKET	1

**012893 Issues****Unique Actions Taken 8**

1640 AGMT REACHED	1
1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 INVSTGTN PHONE	4
1640 SENT PACKET	1
CALL TO	2

<b><i>Case ID</i></b>			
012894	<b><i>Issues</i></b>	<b><i>Unique Actions Taken</i></b>	<b><i>3</i></b>
		1640 CASE OPEN	1
		1640 SENT PACKET	1
		CALL TO	1
012895	<b><i>Issues</i></b>	<b><i>Unique Actions Taken</i></b>	<b><i>6</i></b>
		1640 CASE OPEN	1
		1640 RCD ARF	1
		1640 RCD CORESPNDNCE	1
		1640 RCD WN TO CO	1
		1640 SENT PACKET	1
		CALL TO	1
012896	<b><i>Issues</i></b>	<b><i>Unique Actions Taken</i></b>	<b><i>3</i></b>
		1640 CASE OPEN	1
		1640 SENT PACKET	1
		CALL TO	1
012897	<b><i>Issues</i></b>	<b><i>Unique Actions Taken</i></b>	<b><i>3</i></b>
		1640 CASE OPEN	1
		1640 SENT PACKET	1
		CALL TO	1



<i>Case ID</i>			
012898	<i>Issues</i>	<i>Unique Actions Taken</i>	4
	SAFETY HEALTH/HAZARD		
		1640 CASE CLOSED	1
		1640 CASE OPEN	1
		CALL FROM	1
		CALL TO	5
012905	<i>Issues</i>	<i>Unique Actions Taken</i>	4
		1640 CASE OPEN	1
		1640 RCD ARF	1
		1640 RCD CORESPNDNCE	1
		1640 RCD WN TO CO	1
012906	<i>Issues</i>	<i>Unique Actions Taken</i>	5
		1640 CASE OPEN	1
		1640 RCD ARF	1
		1640 RCD CORESPNDNCE	1
		1640 RCD LEASE	1
		1640 RCD WN TO CO	1
012907	<i>Issues</i>	<i>Unique Actions Taken</i>	4
		1640 CASE OPEN	1
		1640 RCD ARF	1
		1640 RCD CORESPNDNCE	1

**Case ID**

1640 RCD WN TO CO 1

012908 Issues

Unique Actions Taken 4

1640 CASE OPEN 1

1640 RCD ARF 1

1640 RCD CORESPNDNCE 1

1640 RCD WN TO CO 1

012909 Issues

Unique Actions Taken 4

1640 CASE OPEN 1

1640 RCD ARF 1

1640 RCD CORESPNDNCE 1

1640 RCD WN TO CO 1

012910 Issues

Unique Actions Taken 5

1640 CASE OPEN 1

1640 RCD ARF 1

1640 RCD CORESPNDNCE 1

1640 RCD LEASE 1

1640 RCD WN TO CO 1

012911 Issues

Unique Actions Taken 4

1640 CASE OPEN 1

1640 RCD ARF 1

**Case ID**

1640 RCD CORESPNDNCE	1
1640 RCD WN TO CO	1

**012912 Issues****Unique Actions Taken 4**

1640 CASE OPEN	1
1640 RCD ARF	1
1640 RCD CORESPNDNCE	1
1640 RCD WN TO CO	1

**012913 Issues****Unique Actions Taken 4**

1640 CASE OPEN	1
1640 RCD ARF	1
1640 RCD CORESPNDNCE	1
1640 RCD WN TO CO	1

**012914 Issues****Unique Actions Taken 4**

1640 CASE OPEN	1
1640 RCD ARF	1
1640 RCD CORESPNDNCE	1
1640 RCD WN TO CO	1

**012915 Issues****Unique Actions Taken 4**

1640 CASE OPEN	1
1640 RCD ARF	1

**Case ID**

1640 RCD CORESPNDNCE	1
1640 RCD WN TO CO	1

**012916 Issues****Unique Actions Taken 4**

1640 CASE OPEN	1
1640 RCD ARF	1
1640 RCD CORESPNDNCE	1
1640 RCD WN TO CO	1

**012917 Issues****Unique Actions Taken 3**

1640 CASE OPEN	1
1640 RCD ARF	1
1640 RCD WN TO CO	1

**012918 Issues****Unique Actions Taken 1**

1640 RCD ARF	1
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**012919 Issues****Unique Actions Taken 3**

1640 CASE OPEN	1
1640 SENT PACKET	1
RECEIVED E-MAIL	1

<b><i>Case ID</i></b>			
<b><i>012920</i></b>	<b><i>Issues</i></b>	<b><i>Unique Actions Taken</i></b>	<b><i>3</i></b>
		<i>1640 CASE OPEN</i>	<i>1</i>
		<i>1640 SENT PACKET</i>	<i>1</i>
		<i>RECEIVED E-MAIL</i>	<i>1</i>
<b><i>012921</i></b>	<b><i>Issues</i></b>	<b><i>Unique Actions Taken</i></b>	<b><i>3</i></b>
		<i>1640 CASE OPEN</i>	<i>1</i>
		<i>1640 SENT PACKET</i>	<i>1</i>
		<i>CALL TO</i>	<i>1</i>
<b><i>012922</i></b>	<b><i>Issues</i></b>	<b><i>Unique Actions Taken</i></b>	<b><i>6</i></b>
		<i>1640 CASE CLOSED</i>	<i>1</i>
		<i>1640 CASE OPEN</i>	<i>1</i>
		<i>1640 SENT PACKET</i>	<i>1</i>
		<i>CASE CLOSED:</i>	<i>1</i>
		<i>INFORMATION ONLY</i>	
		<i>RECEIVED E-MAIL</i>	<i>1</i>
		<i>SENT E-MAIL</i>	<i>1</i>
<b><i>012923</i></b>	<b><i>Issues</i></b>	<b><i>Unique Actions Taken</i></b>	<b><i>3</i></b>
		<i>1640 CASE OPEN</i>	<i>1</i>
		<i>1640 SENT PACKET</i>	<i>1</i>
		<i>CALL FROM</i>	<i>1</i>

<i>Case ID</i>			
012924	<i>Issues</i>	<i>Unique Actions Taken</i>	3
		1640 CASE OPEN	1
		1640 SENT PACKET	1
		CALL TO	1
012925	<i>Issues</i>	<i>Unique Actions Taken</i>	1
		CALL FROM	1
012926	<i>Issues</i>	<i>Unique Actions Taken</i>	1
		CALL FROM	1
012927	<i>Issues</i>	<i>Unique Actions Taken</i>	2
		1640 CASE OPEN	1
		1640 RCD ARF	1
012928	<i>Issues</i>	<i>Unique Actions Taken</i>	3
		1640 CASE OPEN	1
		1640 INVSTGTN OPEN	1
		1640 RCD ARF	1

<i>Case ID</i>			
<i>012929</i>	<i>Issues</i>	<i>Unique Actions Taken</i>	<i>4</i>
		<i>1640 CASE CLOSED</i>	<i>1</i>
		<i>1640 CASE OPEN</i>	<i>1</i>
		<i>1640 NAR N R RES</i>	<i>1</i>
		<i>1640 RCD WN TO CO</i>	<i>1</i>
<i>012930</i>	<i>Issues</i>	<i>Unique Actions Taken</i>	<i>1</i>
	RENT ISSUES		
		<i>CALL FROM</i>	<i>1</i>